Barton House Group Practice

**Minutes**

**Barton House Group Practice Patient Participation Group (PPG)**

**Thursday 28th March 2024, at 1.30pm – 2.30pm**

Meeting was Hybrid, as patients were present at the surgery as well as through Teams.

**Welcomed and Introduction**: Dr Amy Chapman, Blessing Nwachukwu (Practice Manager) and Dipa Begum (assistant Practice manager).

**Attendance:** Blessing Nwachukwu (Practice Manager

Dipa Begum (Assistant Practice Manager

Dr Amy Chapman (GP Partner)

Tatiana Robb  (Together Better)

Ida Scoullos

Wendy Davey

Elizabeth Pillar

Anne Cooper

Janice Nicholls

Irene Lewington

**Staff Updates**: Yesim (HCA) and Pauline (Nurse) have moved on from practice. They will be replaced by new staff in May 2024.

**Friends and Family Test**: we need to be more involved and feedback.

**Patients Survey:** Texts sent to patients. 58% satisfactory, we need to do better. Currently not everyone who is on the practice list is not contacted by texts.

**Appointment System/telephone**: the booking system is back inhouse on 18th December 2023. When you call the practice to book an appointment you will be sent a link: https://access.klinik.co.uk/contact/.barton-house-group-practice/. You need to fill in a form explain and requesting for an appointment. Forms can be filled from 8am-4pm for appointments. If for any reason you are not able to fill in online form you can contact the surgery between 8am-6.00pm. the surgery duty Dr will triage, and then according to the emergency /urgency they will allocate an appointment. Either a telephone or face to face appointment.

It was reported that they receive over 200 forms daily. It was reported that staff are over worked, and very busy. However, it was reported that priority is given to children under 16 and adults over 75.

**PPG Funding:** The Patients who were present at the meeting agreed to spend the funding for 2023/2024 and 2024/2025 to cable and decorate a new room that will enable the practice to hire more staff to help with the new appointment system.

**Clissold Park Digital Event**: people who attended had an opportunity to experience how to use the booking system online/ NHS Apps. Due to this success the surgery will have another event in the very near future. They are happy for anyone to drop into the surgery and ash if they need assistance with online bookings.

**October Wellbeing Event:** they had a very successful fun event. They are hoping to hold another event in the next year.

**Together Better Summer Fair:** Date to be confirmed. We have various volunteer opportunities available, and there are many activities happening at Barton House. Volunteers had a trip to Kew Gardens.

**Free Activities:** If anyone is interested, please contact Tatiana Robb 07462701783.

**Patients and Carer feedback/Q&As:** Dr Chapman explained the staffing level is at safe level to safeguard all patients. The surgery has grown a lot. The space is very limited, staff are overworked. Some staff have left and new once will be stating in May.

There was a request to update the staff notice board.

Update: We have a confirmed date for the Photographer to come and take staff photos, watch this space…..

There is an issue with Homerton Hospital and waiting time for Hip surgery is too long. We can call PALs department and get help from them they are there to support patients.